

Connection

volume 1, number 5



IN THIS ISSUE:

- **Heart Health: High Blood Pressure**
- **Summer Safety**
- **May – Mental Health Month**
- **Care CoordinationSM**
- **24-hour NurseLineSM**

May is Mental Health Month – And Not Just For Adults!



MIND Your Health, this year's Mental Health Month theme, reminds us of the important role mental health plays in our overall health. How we feel emotionally impacts every aspect of our lives. And adults aren't the only ones who are affected by mental health issues — children can have problems too. It is not as easy for children to communicate their feelings with words, so sometimes they communicate by acting out. Repeated aggression or frequent temper tantrums may simply be signs of growing pains, but if these behaviors are out of the ordinary for your child, they could be signs of a mental health issue. According to the National Mental Health Association, one in five children has a mental health problem, but only one-third of them get help.

It is important to recognize the signs of mental health issues in children early, in order to help them reach their full potential in life. Common issues among children are: depression, anxiety, attention deficit hyperactivity disorder and bipolar disorder. Untreated mental health problems can lead to problems at home, trouble in school and in the community. The following signs may indicate something more serious than growing pains:

- Poor grades despite strong efforts
- Constant worry, anxiety or sadness
- Repeated refusal to go to school or to take part in normal activities
- Hyperactivity or fidgeting
- Persistent nightmares

If you're concerned about your child's mental health, talk with teachers or other adults who may have information about your child's behavior. Then, if you think there is a problem, seek professional help.

Additional Resources

National Mental Health Association

Sponsor of Mental Health Month and Childhood Depression Awareness Day (May 3), the Web site offers downloadable resources and ideas for campaigns and observances.

<http://www.nmha.org/may/index.cfm>

National Institute of Mental Health

Visit this Web site and print a fact sheet describing symptoms of depression and bipolar disorder and how young people can get help for themselves or friends.

<http://www.nimh.nih.gov/publicat/letstalk.cfm>



Care CoordinationSM

The Basics of Care Coordination

Facing a long-term chronic illness or other complex health issue can take a huge toll on you and your family. You may feel overwhelmed trying to find healthcare information. Our Care Coordination program was designed specifically to ease your worries and assist you every step of the way—so you'll have extra support if you or a loved one has a health issue.

What is Care Coordination?

With Care Coordination, you'll have access to a registered nurse should a health concern arise. The nurse can help you take full advantage of the resources already available to you, tell you about additional services that may be helpful and send you educational information in the mail. Not only that, the nurse will be there to answer questions about any healthcare concerns and work with you and your doctor as needed.

What is the purpose of this program?

To provide you with Care Coordination so you'll have added information and support if you or a family member has a chronic condition. It's important that you have the tools and resources you need to take an active role in your health care.

Will this program cost me any money?

No. Care Coordination is offered at no additional cost to you and your family.

How do I participate?

Enrolling in Care Coordination is easy—if a nurse calls, all you have to do is accept the invitation to join or you may contact Care Coordination directly by calling the Customer Service number on your Member ID card.

With Care Coordination, you have access to registered nurses to answer your health care questions or concerns.

When would a nurse contact me?

The following are some examples of when a nurse may contact you:

- If you have an existing chronic health condition, such as asthma, diabetes, coronary artery disease or heart failure.
- If you have a health issue that may require extra attention, such as a pending hip or knee surgery.
- If you had a recent hospitalization, you may receive a "Welcome Home" call from a nurse to assist you with healthcare needs that you may have.
- If you need an organ/tissue transplant or cancer treatment.
- If your recent prescriptions, doctor visits, and/or hospital stays indicate you may benefit from Care Coordination.
- If you recently filled out a Health Risk Assessment on the myUHC.com website.

continued on next page>>

What sort of help can a nurse provide?

Our nurses will work with you to help manage your condition by providing information, connecting you with resources, and giving you tips for working with your healthcare providers more effectively. Think of the nurse as a partner in your family, working on your behalf to help you feel your best. With Care Coordination, you will have access to registered nurses 24 hours a day, seven days a week to answer your healthcare questions or concerns.

What qualifications do the nurses have?

All of our registered nurses have years of clinical experience and have expertise in working with people who have ongoing health conditions and people who are facing complex health situations.

Does this mean I no longer need to talk to my doctor?

No, none of the services offered through Care Coordination are meant to take the place of your doctor's care. In fact, these programs are meant to complement and reinforce your doctor's instructions.

What other resources are available?

In addition to nurses and online resources, Care Coordination can help link you with other resources offered in your benefit Plan, such as the Behavioral Health Program, Healthy Pregnancy Program, Cancer Resource Network, UnitedHealth Premium Programs, and Wellness Programs.

Do I have to participate?

Care Coordination is an entirely voluntary program. If you choose not to participate, simply tell the nurse that you don't want to enroll.

Will Care Coordination information be kept private?

Your privacy is important to us. Care Coordination will protect your privacy in accordance with the Health Insurance Portability And Accountability Act (HIPAA). In order to protect your privacy the nurse will ask you to verify your date of birth and address on every call.

Is Care Coordination available to all State Health Benefit Plan (SHBP) members?

The Care Coordination program is available to all members with primary SHBP coverage who participate in UnitedHealthcare's PPO, Indemnity, Choice, or High Deductible Plans.



NurseLineSM
1-866-696-5846

Live Nurse Chat

Finding reliable health and well-being information over the Internet can be challenging. But with live nurse chat services, you can have a one-to-one online discussion with a registered nurse and get the trusted information you want—all from your own computer. And, this service is available any time you need it—24 hours every day.

It's Convenient...

Live nurse chats are a fast, easy way to get answers to your health questions. You can have a live discussion, one-to-one, with a nurse about various health and wellness issues. Learn more about fitness, nutrition, common illnesses and conditions, prevention tips, and much more.

During your chat, the nurse can display Web pages and suggest other helpful resources related to the topic you're discussing. At the end of your session, you can request a transcript of the conversation and displayed Web pages for future reference.

Keep in mind, nurses participating in your live chat session cannot address symptoms. If you have any symptoms that concern you, call **NurseLineSM** or your doctor.

...and Private

Live nurse chat sessions are securely operated, with access granted only to you and the nurse. Your chat will be personal and anonymous. If you have questions about your privacy, feel free to ask the nurse about them, in addition to reviewing the privacy policy, before you start your session.



Using Live Nurse Chat

It's easy to log on and chat with a nurse. To begin your session:

- Click the "Live Nurse Chat" link on **myuhc.com[®]**
- Provide a screen name for the nurse to use during your chat.
- Enter your age and gender.
- Select "Continue" if you accept the Terms and Conditions to chat with a nurse.

You then will be connected with a nurse who can help answer your health questions. It's that simple!

Even More Valuable Resources

Remember, along with live nurse chats, you have access to registered nurses over the phone. Just call the toll-free number listed below and you can speak with a nurse about a wide range of health topics. Nurses are available 24 hours every day to help you.

Take Action to Control Your High Blood Pressure

When you know that you have high blood pressure, it's important to do all you can to keep it under control. Although you may not feel the symptoms from day to day, it can take a toll on your health.

The good news is that there are steps you can take to lower your high blood pressure. That translates into better health today—and in the future. These tips can help:

Lose weight if necessary.

Losing extra pounds can make a difference. For some people, weight loss may be all that's needed to lower blood pressure. For others, losing weight may reduce the amount of medication needed to manage high blood pressure. Take it one step at a time, reducing fats as well as overall calories. Can't resist desserts? Take a half-portion. Adding more fiber and vegetables to your diet will help you feel full. Talk with your doctor about strategies for losing weight and staying healthy.

Be physically active.

Exercise goes hand in hand with losing weight. However, even if your weight is on target you still need regular physical activity. In addition to lowering your blood pressure, it makes you feel and look better. An exercise plan also can help reduce your risk of heart attack and other health concerns. Biking, running and swimming are great options. Walking also is excellent exercise and offers lots of health benefits.

Choose foods low in salt and sodium.

Use less salt when you cook and don't add salt at the table. This might be a hard habit to break. Try sprinkling different spices on foods to add flavor. Once you break the salt habit, you'll find foods really are tastier without it. Read nutrition labels for salt or sodium content. You may be surprised to see high levels in foods you'd never suspect as "salty."

Limit your alcohol intake.

If you don't drink, it's best not to start. If you drink, limit your alcohol intake to no more than one or two drinks a day. Talk with your doctor about the effect of alcohol on your blood pressure, and any possible interactions with your medication.

Take your medication.

If your doctor has prescribed high blood pressure pills, take them as directed. Don't skip them just because you don't feel any symptoms. Pay attention to how your medicine makes you feel. If you have a side effect, such as dizziness, sleepiness or some other problem, don't stop taking your medication—be sure to tell your doctor about it right away. You may be directed to change your dosage, or a different medicine may be recommended.

Call NurselineSM (1-866-696-5846) for more information about high blood pressure, or a wide variety of other health concerns—24 hours every day.

And you can get more health information online—at myuhc.com[®]. Logon to read articles on hundreds of health topics, participate in live chats with health experts and keep track of your own personal health benefits plan.

Blood Pressure Chart

Blood pressure is a measurement that reflects the amount of force exerted by the blood on the artery walls as it's pumped from the heart and through the circulatory system. Because high blood pressure often appears without symptoms, it's important to check your blood pressure every year or as recommended by your doctor -- especially as you get older.

Here's a quick guide for the basic blood pressure categories:

Category	Systolic (mm HG)	Diastolic (mm HG)
Normal	less than 120	less than 80
Prehypertension	120 to 139	80 to 90
Stage 1 hypertension	140 to 159	90 to 99
Stage 2 hypertension	160 or higher	100 or higher

Note: A diagnosis of high blood pressure is based on a series of high blood pressure readings, rather than a single measurement.

To keep your blood pressure in check, make healthy lifestyle choices.

- Eat a diet rich in fruits, vegetables and low-fat dairy products. Limit your intake of total fat, saturated fat and cholesterol.
- If you're overweight, lose the extra pounds. Even 10 pounds may make a big difference.
- Exercise regularly. Get your doctor's OK before beginning a new exercise program.
- Limit your alcohol intake.
- If you smoke, quit.



If you're diagnosed with high blood pressure, follow your treatment plan to help prevent or minimize complications. Sometimes lifestyle modifications are enough. In other cases, medication is needed as well. Be sure to use your UnitedHealth WellnessSM card and log onto www.unitedhealthwellness.com to learn about discounts you may be able to enjoy on blood pressure monitors and other health related goods and services.

Updated 1/27/05

References "Blood pressure and hypertension." Optum. 11/8/04.

<https://www.healthforums.com/library/1,1277,article-4728,00.html> (Viewed 1/25/05).

"The Seventh Report of the Joint National Committee on Prevention, Detection, Evaluation, and Treatment of High Blood Pressure (JNC 7)." National High Blood Pressure Education Program, National Institutes of Health. 5/03. <http://www.nhlbi.nih.gov/guidelines/hypertension/index.htm> (Viewed 1/25/05).

© 2005 Optum. All rights reserved.

Audio Health Information Library

When you call NurseLineSM, you can speak with a registered nurse who can answer your health questions. Sometimes, you may not be sure what to ask the nurse. That's the perfect time to call the audio Health Information Library.

The Health Information Library offers more than 1,100 recorded health and well-being messages. And, it's so easy to use:

- Call NurseLine at 1-866-696-5846
- Press **2** to reach the library
- Enter PIN 857
- Enter 4-digit category number.

You may also view all 1,100 audio tape category numbers on www.myuhc.com/groups/gdch.

This is just a sample of the many topics available.

Aging:

Aging: Physical Changes	7803
Alzheimer's Disease	7805
Cataract Quiz	7809

Cancer

Breast Cancer	6406
Cancer: Information and Resources	6411
Chemotherapy	6415
Colon Cancer	6417

Cardiovascular Health

After the Heart Attack	6103
Cardiac Arrest	6109
Chest Pain (Angina)	6112
Cholesterol: "Good" and "Bad"	6116
Eating for a Healthy Heart	6130

Children's Health

Immunizations	7736
Pinkeye	7748
Reye's Syndrome	7753
Teething	7763

Drug Abuse

Drug Abuse Resources	4435
Recognizing Drug Abuse and Addiction ..	4437

Exercise and Fitness

Exercise and Weight Control	7429
Exercise and Your Heart	7430

General Health

How to Talk With Your Doctor	4574
Periodic Health Evaluations	4575
Chronic Fatigue	4578

Medications

Drug Interactions	7822
Over-the-Counter Medications	4750
You and Your Pharmacist	7889

Nutrition

A Guide to Good Eating	6901
Cutting the Fat Out	6123
Healthy Snack Foods	6943

Summer Helmet Safety

Summer is almost here, and the kids are out of school, but are they being as safe as they can on their bikes and rollerblades? According to the CDC, each year, nearly 1,000 persons die from injuries caused by bicycle crashes, and 550,000 persons are treated in emergency departments for injuries related to bicycle riding. The most common cause of bicycle related death is from head injury. That's why it is so important that children, and adults, wear a helmet when riding a bike, rollerblading or skateboarding. The U.S. government has created safety standards for bike helmets. Buy and wear only a helmet that has a sticker that says it meets standards set by the Consumer Product Safety Commission (CPSC). If it doesn't meet these standards, don't wear it! Your helmet should fit you properly; it should be snug enough with the straps fastened that you can't twist it around your head. Always wear the helmet level and directly on your head, never over a hat, and always fasten the straps snugly under your chin!



Be sure you can see and hear what's going on near you, and that you can be seen by the people in cars and trucks. Never ride your bike with headphones on; you want to be sure you can hear the traffic. Wear light colored or reflective clothing, put reflectors on your bike and helmet, and always, pay attention to the sights and sounds of the road and the environment all around you!

Prescription Drug List (PDL) changes effective 5/1/06 for Choice Members (Medco)

UnitedHealth Pharmaceutical Solutions is committed to providing an affordable pharmacy benefit with choice and affordable access to medicines that improve health and well being. Part of our efforts in this area is the thoughtful management of our Prescription Drug List (PDL). We continually evaluate clinical evidence and physician feedback to identify opportunities to take costs out of the system – not just shift costs to consumers.

We consider a medication's total health care value when making tier placement decisions. This means we do not automatically differentiate between generic and brand name medications; instead, we evaluate a particular medication's clinical efficacy, cost, and pharmacoeconomic (outcomes and health care cost offset) factors.

Effective May 1, 2006:

There will be six drugs that will down tier a co-pay and another 44 drugs that will up tier another co-pay. We will send notification letters to members who have taken a maintenance medication that is moving to a higher tier if they filled that prescription between January 1, 2006 to March 10, 2006.

Please visit myuhc.com > Pharmacy to obtain latest PDL listing or call the Customer Services number on your ID card and follow the prompts to Pharmacy.

It just makes sense.®



> Please join us for free health screening, wellness tips and benefit information at the **State Merit and Department of Community Health Wellness Fair**

May 18

9AM-1PM

Sloppy Floyd Bldg., Balcony Level

2 MLK Jr. Dr.

Atlanta, GA 30334

UnitedHealthcare ID Cards and Claim Addresses

Be sure to show your new identification card to all providers including lab and x-ray facilities. If the provider files claims for services after 1/1/06 with Blue Cross, they will not be forwarded to UnitedHealthcare. The bills will need to be resent to the PO Box on the back of your new United Healthcare ID card.

Network News

To get the latest information on providers in your area, go to www.myuhc.com/groups/gdch and click on Network News.

Address Updates

You could be missing out on important mailings. If you've recently moved or changed addresses, go to www.dch.georgia.gov to complete and submit the online change of address form today.



IMPORTANT CONTACT INFORMATION

Where To Go When You Want Information

www.myuhc.com/groups/gdch

Personalized tools, information and answers for managing your health care. Logon on anytime 24/7 to get important benefit, claim and health information on the Internet when it is convenient for you!

www.liveandworkwell.com

An informative Web site with a behavioral health clinician directory, comprehensive health articles and tools, and more.

www.unitedhealthwellness.com

An exciting portfolio of workplace and online programs to help improve your health and well-being. UnitedHealth Wellness offers access to a broad range of new and existing resources that include information, tools and other services to help you stay healthy.

NurseLineSM: 866-696-5846

Talk to a Registered Nurse 24 hours, seven days a week and access thousands of topics in the Health Information Library.

Care CoordinationSM

Refer to the customer service phone number on the back of your ID card.

PPO/Indemnity: 877-246-4189

Choice HMO: 866-527-9599

High Deductible: 877-246-4195

Consumer Driven Health Plan: 800-396-6515

Retirees: 877-246-4190

The *Connection* will be made available monthly via the custom Georgia Department of Community Health myuhc.com site (www.myuhc.com/groups/gdch) to all State employees who are members of the UnitedHealthcare State of Georgia Health Benefits plan. Hard copies may also be made available by your plan administrators/payroll managers - check with them for details.

NurseLineSM is a service mark of UnitedHealth Group, Inc., used by permission.

UnitedHealth WellnessSM is a collection of programs and services offered to UnitedHealthcare enrollees to help them stay healthy. It is not an insurance product but is offered to existing enrollees of certain products underwritten or provided by United HealthCare Insurance Company or its affiliates to encourage their participation in wellness programs. Health care professional availability for certain services may be dependent on licensure, scope of practice restrictions or other requirements in the state. Therefore, some services may not be included in some programs due to state regulations. Some UnitedHealth Wellness programs and services may not be included in all medical plans for all customers and individuals.

Insurance coverage provided by or through United HealthCare Insurance Company.
Health Plan coverage provided by or through United HealthCare of Georgia, Inc.